

## Healthwatch Oxfordshire (HWO) report to Health Improvement Board (HIB)

18<sup>th</sup> September 2025

Presented by Healthwatch Oxfordshire ambassador, Robert Majilton

### Purpose / Recommendation

- For questions and responses to be taken in relation to Healthwatch Oxfordshire insights.

### Background

Healthwatch Oxfordshire continues to listen to the views and experiences of people in Oxfordshire about health and social care. We use a variety of methods to hear from people including surveys, outreach, community research, and work with groups including Patient Participation Groups (PPGs), voluntary and community groups and those who are seldom heard. We build on our social media presence and output to raise the awareness of Healthwatch Oxfordshire and to support signposting and encourage feedback. We ensure our communications, reports and website are accessible with provision of Easy Read and translated options.

### Key Issues

Since the last meeting in July 2025:

- We published: **Just listen to me – using women’s health services in Oxfordshire**. What we heard about women’s health services from 684 women and people who use women’s health services. We highlighted areas of good practice as well as barriers to care, including people not feeling listened to and long waits for specialist referrals. We heard about a lack of information and support around menopause, and barriers to people attending breast and cervical screening. The full report together with provider responses, is available [on our website](#).
- We also published our [Annual Impact Report 2024–25](#), reflecting on the difference we have made by bringing to the fore the voices of the 5000+ people who shared their experiences and views with us in 2024–25. A recording of our presentation of this report can also be watched on [our website](#).
- Forthcoming reports on:
  - **Trans and non-binary people’s experiences of GP services**
  - **Using the NHS App**
  - **End of Life care**

➤ **We continue to support Community Research, working together with communities that may be seldom heard to support them to voice issues of concern to them:**

- We are working with Sunrise Multicultural Project in Banbury, including capacity building for staff to gain insight into **South Asian women's experiences of cancer screening and diagnosis** – and supporting them to link with health professionals for an information session in October 2025
- Supported community research with the OX4 Food Crew, to hear stories to highlight the **experiences of people living in temporary accommodation and barriers to eating well**
- Working with a member of the Chinese Community to hear from local Cantonese speakers and Chinese community members about their experiences of health and care services
- We continue to support the development of Oxfordshire Community Research Network. We have received some additional funds to support community led development of a community research training – a practical how-to, supporting communities to explore issues of importance to them, and to share finding. We will be working with grassroots communities to develop this over Winter 2025.

All reports are available to read via [our website](#), together with examples of [the impact of our research](#).

**Enter and View** reports and visits continue. Once complete, all reports and provider responses are available [on our website](#) including:

- Cora Health (formerly Connect Health) at Hanborough House, Bicester Community Hospital and Townlands Hospital, Henley-on-Thames.

Since the last meeting we also made Enter and View visits to Marston Pharmacy, and Blue Outpatients at the John Radcliffe Hospital.

**Other activity:**

- We continue ongoing face to face **outreach** to groups and events across the county, focusing on general and topical listening. Outreach since the last meeting includes the Leys Festival, Oxford Pride, Afrobeats Festival, Play Days in Henley, Berinsfield, Witney and Banbury, and Oxford Sanctuary Fair. In April-June we engaged with approx. **579 people**.
- We held a public webinar:
  - **'10 Year Health Plan for England**, 16<sup>th</sup> September – with speakers from Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board.

Recordings of this and previous webinars are available to watch [on our website](#).

- Our next webinar will be on **Tuesday 11<sup>th</sup> November**, 1-2 pm, on the theme of cancer – details and speakers to be confirmed.

- We have been participating in Neighbourhood Health workshops, to highlight need for pathways for patients and residents to be part of the design of this shift towards care closer to home.
- Our most recent [Board Open Forum](#) was on **Wednesday 10<sup>th</sup> September** at Bicester Town Council, combined with our team being out and about hearing from Bicester residents on the street.
- We reported to Health Overview Scrutiny Committee on the decisions outlined in the Dash Review of Patient Safety, including impact on Healthwatch England and Local Healthwatch (see [our statement on the future of Healthwatch Oxfordshire](#) and [report to the Health Overview Scrutiny Committee](#)). Until legislation in the new Health and Social Care Act clarifies the position, Healthwatch Oxfordshire continue to work to make sure the voices of Oxfordshire residents are heard – [sign up to our news bulletin](#) to hear about our work or visit our website to [leave your feedback on a local service](#).